

Safer Plymouth



1. Introduction

The survey was commissioned by Plymouth City Council in March 2018 to draw together a range of previous workforce scoping exercises undertaken by the Complex Lives Systems Optimisation Group and the Children and Young People's System Optimisation Group. Harbour led on administering the project but steering came from SOG representatives. A stakeholder list was devised in consultation with the SOG membership and interested commissioners with the aim of maximising reach of the survey across the City to capture the responses of staff working with vulnerable children, families and adults with complex lives.

The methodology was to draw together existing scoping projects undertaken by the SOGs and previous consultations exercises such as The Big Buzz event in 2015 to compile a comprehensive survey on workforce needs and aspirations, based on their understanding of what would be of most benefit to the people who use their services. The survey includes exploring how embedded cultural shifts towards greater partnership working have become in the City and concepts such as enhancing participation by people with lived experience were also added into the questionnaire.

Given the significant interest amongst commissioners and providers in developing a more trauma informed and trauma responsive approach to service provision in Plymouth the survey also focused on gauging both the extent to which staff are trained in key elements such as adverse childhood experience factors and the importance staff ascribed to this area of work from their own frontline experience.

In total the survey had 466 responses from more than 40 agencies including Schools, Police, VCS and Health. Social workers from Children's Social Care are not represented as they were about to undertake a separate survey, however non-social work staff are included. 63% of respondents were frontline staff, 22% were managers -who often reported answering from a whole agency rather than individual perspective.

For the purposes of this report I have focussed on areas most relevant to Safer Plymouth priorities, however the full data set is considerably larger and there is significant scope for detailed data interrogation around each aspect, for example we can compare statutory and VCS responses, or adults and children's workforce responses.

2. Training/ Core Competences

2a Alcohol Harm and Evening and Night Time Economy

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Basic Drug & Alcohol Awareness	79.37%	46.35%
Brief Interventions (Substance Misuse)	60.79%	18.90%
Harm reduction including Needle Exchange and Blood Borne Virus (BBV)	39.77%	13.16%

2b Modern Slavery

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Modern Slavery	59.88%	21.93%

2c Cybercrime and fraud

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Understanding vulnerability and exploitation including online e.g. cyber-bullying	83.34%	38.01%
Impact of sexting, digital technologies and pornography/ exploitation	81.05%	30.70%

2d Hate Crime and Welcoming City

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Equality and Diversity	95.02%	66.11%
Youth Crime and Anti-Social Behaviour	60.06%	7.29%
Lesbian, Gay, Bisexual, Transgender and Questioning Awareness	67.46%	13.61%
Refugee Awareness	55.55%	13.53%

2e Prevent

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Understanding Radicalisation e.g. workshop on Prevent	70.23%	51.17%

2f Child Sexual Exploitation

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Safeguarding Children	88.80%	79.37%
Child Sexual Exploitation	86.55%	48.97%
Understanding vulnerability and exploitation including online e.g. cyber-bullying	83.34%	38.01%
Impact of sexting, digital technologies and pornography/ exploitation	81.05%	30.70%
Understanding local pathways of provision to support trauma recovery	60.49%	8.18%
Being able to sensitively enquire about childhood trauma	75.07%	15.15%

2g Domestic Abuse and Sexual Violence

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Safeguarding Adults	63.52%	47.14%
Domestic Abuse – DASH Training	68.93%	29.95%
Understanding trauma including sexualised trauma	83.53%	28.53%
Domestic Abuse including Coercive Control	85.42%	40.52%
Sexual Violence	81.34%	22.22%
Healthy and unhealthy relationships	78.72%	24.27%

2h County Lines/ Drug related harms'

Training	Responses- Important Yes	Attended or refreshed training in the last 3 years?- Yes
Understanding vulnerability and exploitation including online e.g. cyber-bullying	83.34%	38.01%
Basic Drug & Alcohol Awareness	79.37%	46.35%

3. Training/ Core Competences

	Total- Agree
It would be helpful to have agreed processes to support better understanding of key partner agencies such as role shadowing or structured work place tours.	86.98%
I would be interested in attending multi-agency induction training around key issues which impact on all our services.	87.47%
We should have an agreed set of role specific induction standards for people working with vulnerable individuals and families.	95.58%
I think that attending multi-agency training could help foster a culture of more collaborative partnership working.	93.60%
I think that workforce development should include activities which promote collaborative partnership working such as multi-agency action learning sets.	91.49%
Improved partnership working won't just happen; we need skilled facilitation to promote a change in culture.	90.91%
Partnership working would be improved if we could agree some shared key principles and values that we could all aspire to and be held accountable to.	91.21%

The data provided above provides a snapshot of how important staff feel that issue relating to Safer Plymouth priorities are to their roles and give an indication of whether they have received any recent training or where there may be more significant gaps. Separate and tailored reports are being prepared for PSCB, The Complex Lives SOG and the CYP SOG to enable them to make use of data most relevant to their workforce development activity.

4. Values and culture

	Responses							
	I agree this is important and feel this is already in place		I agree this is important and feel we are working towards this		I agree this is important but this is not currently in place		I disagree, this statement is not important to the people I work with	
It is important that the environments we work in are physically and psychologically safe for people who use our services.	48.74%	155	42.14%	134	8.81%	28	0.31%	1
As a workforce we need to understand the causes of trauma and the impact this can have on the welfare and development of children and young people during their childhood and into their adult lives.	27.59%	88	52.98%	169	16.30%	52	3.13%	10
I feel confident that I can trust in partner organisations to work collaboratively with me to meet the best interests of the people who use our services.	15.89%	51	61.99%	199	20.56%	66	1.56%	5
People who use our services achieve the best outcomes when they have a stable and trusted relationship to support them.	43.75%	140	48.75%	156	6.56%	21	0.94%	3
We should recognise the importance and value of peer support in contributing to the network of provision for vulnerable individuals and families.	25.63%	81	55.70%	176	17.41%	55	1.27%	4
We should ensure that everyone working to support vulnerable individuals and families can see how their role contributes to improving the lives of people who use their services and that their contribution is valued.	23.75%	76	62.19%	199	13.44%	43	0.63%	2
The voice of people who use our services should be recognized and valued through effective participation mechanisms.	23.44%	75	57.19%	183	18.75%	60	0.63%	2

	Responses							
	I agree this is important and feel this is already in place		I agree this is important and feel we are working towards this		I agree this is important but this is not currently in place		I disagree, this statement is not important to the people I work with	
We should be ensuring that our provision is sensitive to the culture and lived experience of people who use our services.	33.02%	105	56.29%	179	10.38%	33	0.31%	1
We should be developing a shared language and culture if we are going to have meaningful collaboration and partnerships.	12.19%	39	62.50%	200	22.19%	71	3.13%	10
Workforce development should include opportunities to care for the care givers so that they can better cope with the stresses that can come from working with vulnerable individuals and families.	11.91%	38	52.35%	167	30.41%	97	5.33%	17

This section was based upon the key principles of trauma informed care developed by SAMHSA (substance abuse and mental health in US –where work on trauma related practice is significantly more developed). It is possible that the language used which includes terminology popular in the trauma informed zeitgeist such as people with ‘lived experience’ rather than ‘service users’ wasn’t always accessible to respondents because of the importation of US phrases, but we can see interesting patterns relating to confidence in partnership working and should take some concern in the findings around staff care given that that a safe and supported workforce is key to implementing successful change.

5. Supporting Processes

	Total Agree
It would be useful to have all relevant training opportunities marketed through a central training hub.	82.02%
It would be useful if I could see what training opportunities are available through an annual training calendar.	93.71%
I would be interested in mapping training I undertake to an accredited worker programme.	67.51%
It is important that the participation of service users extends to opportunities where appropriate for them to contribute to my/organisation learning as 'experts by experience' e.g. Care Experienced Young People helping to train personal advisors.	82.65%

6. Progression Routes

Would any of the following progression routes be of interest to you?

	Responses
	Yes
Qualifications in substance misuse	53.31%
Independent domestic violence advisor qualifications	47.63%
Certificate in domestic abuse OCNLR Level 3 (safelives)	47.32%
Diploma domestic abuse: prevention and early intervention (safelives)	50.95%
Other progression route (please specify): <ul style="list-style-type: none"> • Social Work and domestic abuse related courses • Trauma informed practice • Freedom program training • Updated safeguarding issues • Understanding addiction 	-

7. Recommendations

CAVEAT: Recommendations are still in draft form only as they will need to be agreed in detail with the SOG representatives.

For SAFER Plymouth

The survey results can be read in conjunction with the communication plan actions to identify areas of cross over, for example:

- There is potential to use an analysis of the training data to inform where awareness raising events and campaigns should be targeted for the next year, for example considering sexual violence given high importance at 81% with low access to recent training at 22%
- The Safer Plymouth/ PSCB partnership events calendar approach could form part of the basis for the multi-agency information hub and training calendar which staff showed a high degree of interest in.
- There will be a general recommendation to the SOGs around exploring e-learning and webinar based approaches to learning based on survey feedback, links could be made to Safer Plymouth communication plan work around e-learning/ web based approaches
- Integration of data on healthy relationships into project reporting

For the Systems Optimisation Groups

Themes will include but are not limited to:

- SOGs to progress work around developing common induction standards and aligned processes to support partnership working such as work shadowing
- SOGS to develop common core training with reference to both essential knowledge and demonstration of skills
- Explore options for setting up skills/ training exchange across the city to meet identified gaps at low or no cost using our existing strengths and resources
- Explore options for a city wide training hub and training calendar

Towards a trauma informed and responsive Plymouth

Survey results indicate a very high degree of importance attached to trauma/ ACE related topics by staff completing the survey (see appendix 1 for definitions).

"I think the city could benefit from an over-arching approach such as 'trauma informed'. We would at least have a shared language or set of values to which we aspired and it might help pull some of the partnership together. It would have to be a long term commitment and not something that was replaced by the next fashionable model."

However in most instances there were low percentages of staff reporting having accessed relevant training, indicating a significant gap between importance staff felt this had to people using services and confidence in their knowledge and skill sets. Key examples include:

- Understanding Trauma was identified as of high importance by 83.53% of respondents but only 28% had received any recent training in this area.
- Sensitive enquiry into childhood trauma was identified as of high importance by three quarters of respondents but only 15% had received recent training.
- Only 8% of respondents had received training around local pathways of provision to support trauma recovery.

Where training has been offered by PSCB there were both higher rates of recognising importance to role and of receiving appropriate training, for example 91% of respondents saw Child Sexual Exploitation training as of high importance and 49% had received training in the last 3 years.

Understanding vulnerabilities such as ACE factors appears as a priority in the Safer Plymouth communication plan actions, as does developing local pathways of provision. This survey adds impetus to these actions and may offer opportunities to work with the SOGs to look at City-wide solutions.

Recommendations

Explore options for a multi-agency 'Understanding Trauma/ ACEs course' – perhaps looking at PSCB to administer given successful reach of courses such as Child Sexual Exploitation

Consider options for routine enquiry training around childhood trauma as part of Plymouth's trauma informed network

Explore options for consultation work to develop clear trauma informed referral pathways with key partners. These can be disseminated through face to face briefings and shared on all strategic websites.

8. Next steps

- There is ongoing data analysis work to provide tailored reports to the SOG groups who can then refine and agree all recommendations.
- Harbour is contacting a range of local training providers to develop an information resource on what training is already available across the city to inform respondents.
- Work on developing a trauma informed approach is being taken forward by the Plymouth TI network group to include consideration of a city-wide statement of key principles and looking at potential to pool budgets to support development of best practice.
- Links to be made with ongoing WFD activity at PCC
- A final report will be made public in September

9. Appendix 1

What are ACEs?

- Physical abuse
- Sexual Abuse
- Emotional Abuse
- Living with someone who abused drugs
- Living with someone who abused alcohol
- Exposure to domestic violence
- Living with someone who was incarcerated
- Living with someone with serious mental illness
- Parental loss through divorce, death or abandonment

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